

Mail Management Handbook

Sept 19, 1963 Called [] for convenient time to discuss material to be covered in the handbook. Monday 10 AM -Sep 23 meeting with Mr. []

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Sept 23 - At 10 am met with Mr. [] Discussion centered around DDP needs so far as Mail Handbook is concerned. Mr. [] would be a better source of contact for me and asked Mr. [] to work with me. Spent the day with [] who briefed me on DDP mail operations. He would like to see some procedures prepared for the DDP area. I said that I would attempt to prepare a general overall handbook and that perhaps supplements for each area could be prepared later. He agreed.

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Sept 24 - Returned to complete discussion with [] Also visited with [] and discussed the Agency mail problems. I expect to spend a day with Harry to discuss CIA and DDS mail procedures.

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Received copies of problem areas and comments made by mail clerks in the DDP mail unit. To be considered in looking at the overall mail procedure.

Draft of material for Mail
Mgt Handbook. However, after short
discussions with [redacted] and
[redacted] of DDP a different
approach to the matter might be
preferable. Since the Mail Rooms
act mainly as receipt and delivery
points a greater portion of the
handbook will need to be devoted to
the registries or sub mail units
where ~~operations~~ all phases of
mail handling operations are performed

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MAIL MANAGEMENT

1. PURPOSE

This Handbook describes the mail services available to the Agency, outlines the policy to be followed when utilizing these services, and establishes responsibilities for mail operations.

2. RESPONSIBILITIES

- a. The Office of Logistics has overall administrative responsibility for maintaining the headquarters mail and courier service.
- b. The Chief, Mail and Courier Branch, Logistics Services Division, exercises technical control over the Agency's central mail room at Headquarters and the mail room unit at R&S Building.
- c. Individual component offices having registry units maintain administrative and technical control over these units. Other offices should establish an incoming mail basket under the custody of an employee cleared for handling classified mail.

3. DUTIES

Central Mail Room -

Receives mail coming into the Agency
Sorts for delivery
Opens when necessary to determine routing
Time stamps specific types of mail (bids, contracts, etc.)
Routes to action offices or registries
Distributes

Makes deliveries--routine, special--in and outside the Agency

Controls registered mail, special delivery, etc.

Pickup mail at scheduled points

Dispatch mail leaving the Agency

Maintains adequate courier and messenger service

Controls the Agency Imprest Stamp fund

Maintains liaison with the P.O. Department and other Government agencies
on mail matters

Registries or individual office mail units -

Receive the component mail

Sort for distribution

Open other than Eyes only or personal mail

Control as required in accordance with Agency regulations

Deliver to addressee or action desk

Serve as central point to receive, disseminate, or reroute outgoing mail

Prepare for dispatching

Utilize pneumatic tube to expedite deliveries

4. SERVICES

City Post Office -

Services R&S Building Mail Room (four and more times a day)

Mail sacks for Agency left here. Outgoing mail sacks picked up.

Provides U.S. official Mail and Messenger Service as medium between U.S.
government agencies in Washington, D.C., area.

R&S Mail Room -

Opens mail sacks to remove material for OCR Acquisition Branch.

Returns mail to sacks for delivery to Headquarters Mail Room.

Acts as pick up point for outgoing mail sacks.

Central Mail Room -

Receives, sorts, opens, routes, delivers, pickup, controls and dispatches mail.

5. INCOMING MAIL

a. Sorting

The Central Mail Room will separate the incoming mail. Generally, three sorts are required to dispose of the incoming mail.

The initial sort is by size. Letter mail is separated from the bulky matter.

On the second sort, mail to be forwarded unopened is separated from mail to be opened. As the mail is being separated it should be sorted into sorting compartments or stacks for delivery to action offices. Mail which can be forwarded unopened is mail addressed to particular individuals or segments of the Agency, and routine mail that can be easily identified from the envelope with a specific office.

The third sort is made after the remaining mail is opened. If volume warrants, an electric letter opening machine should be used. During this sort the mail to be controlled will be separated from the mail not requiring controls. The mail to be controlled is set aside and the remainder sorted into the sorting compartments for delivery to action offices.

b. Time Stamping

During the third sorting process, mail clerks will time stamp the types of mail for which the time of receipt is significant, such as bids, contracts, invoices.

The time stamp should be applied only in the mail room. The types of mail to be time stamped will be pre-established by the policies of the offices involved.

c. Routing

To effect greater economy and efficiency in handling mail, the Central Mail Unit should -

- route mail direct to the action desk, registry, or a central distribution center without opening, if possible,

- route routine mail without attaching a routing form,

- use routing slips only when special routing instructions are required or multiple routing of limited copies is necessary,

- maintain up to date mail routing guides,

- maintain controls on incoming registered and insured mail (copy number 2 of courier mail receipt),

- prepare a list of routing symbols to simplify task,

- develop a mail guide listing the proper routing for various types of mail,

- maintain a personnel mail locator list.

d. Controlling

Mail operations which control too much mail or use too complicated a control system will slow delivery and increase costs. Documents should not be controlled at more than point. Central Mail Room will

- record the receipt of registered and insured mail.

On incoming mail a courier mail receipt is prepared; the #2 copy is retained by the Mail Room for its control records;

On outgoing registered and insured mail the postage slips detached from the outgoing mail serve as a control record. In addition, the Mail Room prepares a numerical list of registered and insured letters to be receipted by the Post Office Department. A copy of the list is retained in the Mail Room.

6. INCOMING MAIL - REGISTRIES or Mail Desks

Serve as point of receipt for incoming mail.

Sort mail - separate mail to be controlled from mail that can be distributed without controlling,

Mail can be sorted direct into a sorting rack, a leaf sorter, or by writing the symbols directly on the document,

Maintain controls at only one point in the division or office,

Use Document Control Form 238 - serves as log as well as mail control (see exhibit _____ for document procedure),

Route to action desk first with subsequent routing to persons or offices having direct interest in the subject,

Use routing slip or rubber stamp to denote multiple routing,

Preclassify document for filing if mail and file operations are combined.

Attach any reference files that may be needed.

Wherever possible the pneumatic tube should be used for expediting delivery of mail.

7. OUTGOING MAIL

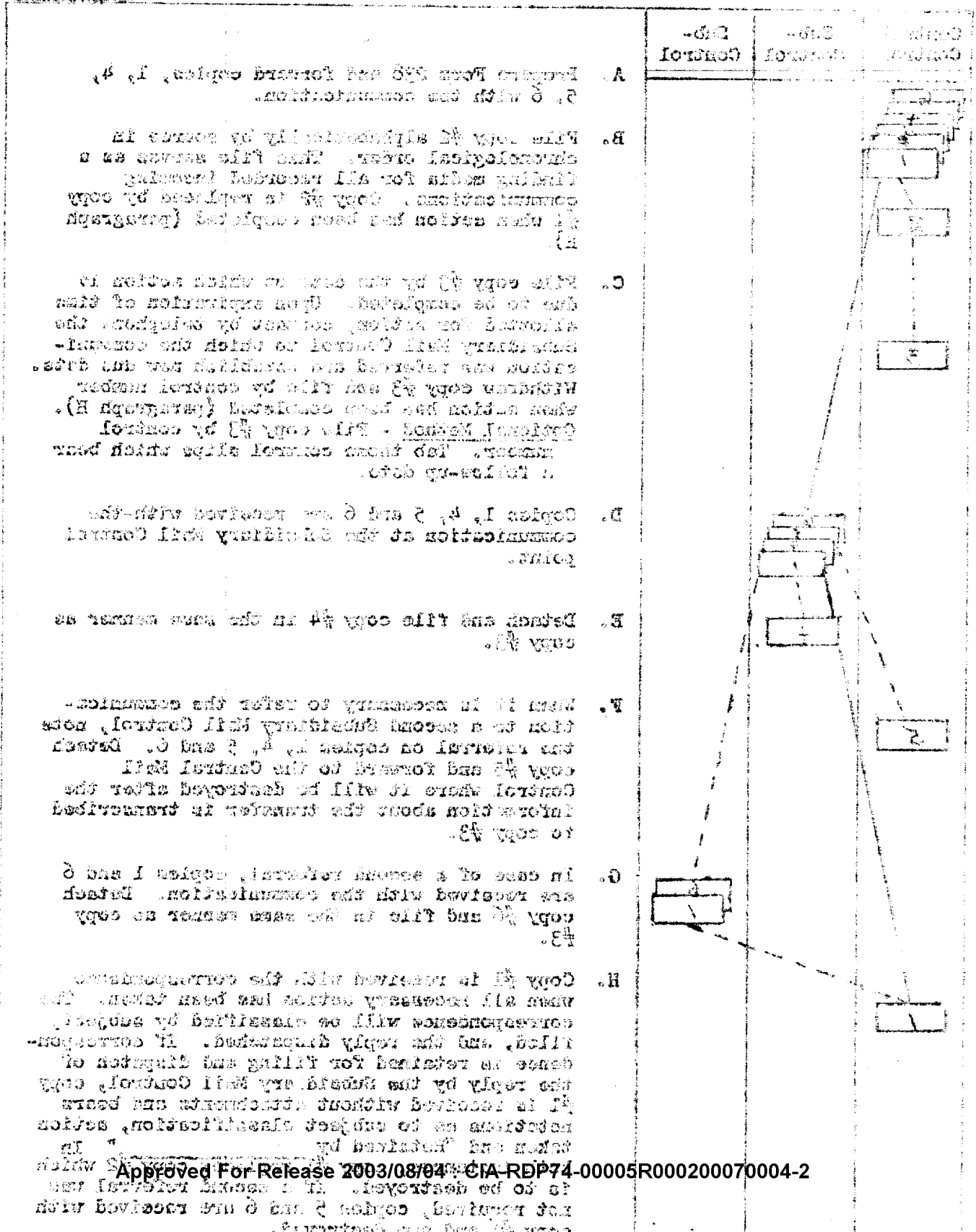
a. Registries or Mail Desks

Serve as dispatch point for outgoing mail.

DOCUMENT CONTROL PROCEDURE



DOCUMENT CONTROL INFORMATION



Check files for completeness--

Properly signed,

Correct number of copies,

Concurrences if any,

Enclosures,

Properly addressed envelopes, if required,

Postage slips when required.

Remove file copies, information copies and any control forms.

Place correspondence in envelope and seal, attach postage slip.

Place in outgoing sorting rack or insert in pneumatic tube for immediate delivery.

Consolidate into one envelope several documents going to the same address.

Complete controls as required by Agency regulations.

File record copy, disseminate any information copies and destroy routing slips, extra control records and unneeded copies

b. Central Mail Room

Pick up mail on scheduled routes

Sort by type (air, registered, bulk, etc.)

Add postage where necessary and remove postage slips

Record registered and insured mail

Bundle for delivery to Post Office Department

Count and record volume by type

8. COURIER AND MESSENGER SERVICE

Periodic review of courier and messenger service should be made to ensure and improve deliveries and prevent delays.

Pick up and delivery will be made in accordance with regular schedule (copy of current courier schedule attached).

Work hours are staggered to provide service prior to official opening hour as well as after closing time.

Mail will be sorted enroute to expedite delivery to offices along the same route.

Messengers on extended runs will be equipped with vehicles to speed delivery.

Scheduled pickups are tied in with local post office pickup to minimize the time mail is held by mail unit.

Special messenger service is provided for areas not covered by regular courier routes and when more expeditious handling of mail is necessary.

9. TYPES OF MAIL

a. Top Secret - Main Mail Room delivers Top Secret only to TSC Officers in each component. TSC Officer records and redelivers to addressee in his component. Courier Branch maintains a TS log.

b.

This Notice Expires 1 May 1964

LOGISTICS

29 April 1963

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MAIL AND COURIER SERVICE

1. PURPOSE

The purpose of this notice is to acquaint all employees with the Agency mail and courier service available throughout the Metropolitan Washington area. Use of the schedules contained herein will provide maximum effectiveness in dispatch and receipt of mail.

2. SCHEDULES

The Mail and Courier Branch, Logistics Services Division, Office of Logistics provides mail delivery and pick-up service each workday from Headquarters throughout the Washington Metropolitan area as indicated below:

a. DOWNTOWN AGENCY BUILDINGS

Eight trips daily to and from R&S Building from which service is provided to other buildings. (See schedules attached.)

b. OTHER GOVERNMENT AGENCIES AND OUTLYING AGENCY BUILDINGS

Couriers leave Headquarters Room G-B-31 at 0830 and 1215, returning approximately 4 hours later.

c. THE PENTAGON

Couriers leave Headquarters Room G-B-31 at 0830, 1030, 1300, and 1530 returning approximately 2 hours later.

3. SPECIAL COURIER SERVICE

Special courier service will be provided when material must be handled on a more expeditious basis. This service should be requested only when absolutely necessary and by a responsible officer of the requesting office. Refer calls to the Dispatcher, Mail and Courier Branch, extension

FOR THE DIRECTOR OF CENTRAL INTELLIGENCE:

L. K. WHITE
Deputy Director
(Support)

DISTRIBUTION: AB

SCHEDULE I

G-B-31 Hdqs. to R&S R&S to G-B-31 Hdqs.

0730 LV	(Congested	0730 LV
0830 ARR	Traffic)	0830 ARR
0900 LV		0900 LV
0930 ARR		0930 ARR
1000 LV		1000 LV
1030 ARR		1030 ARR
1100 LV		1100 LV
1130 ARR		1130 ARR
1230 LV		1230 LV
1300 ARR		1300 ARR
1330 LV		1330 LV
1400 ARR		1400 ARR
1430 LV		1430 LV
1500 ARR		1500 ARR
1530 LV		1530 LV
1600 ARR		1600 ARR

SCHEDULE II

R&S				Central South & East		Alcott Hall	
ARR	LV	ARR	LV	ARR	LV	ARR	LV
----	0845	0850	0855	0900	0920	0925	0935
0940	1000	1005	1010	1015	1035	1040	1050
1055	1100	1105	1110	1120	1140	1145	1155
1200	1320	1325	1330	1335	1355	1400	1410
1415	1510	1515	1520	1525	1545	1550	1600
1605	1610	----	----	1620	1640	1645	1650

SCHEDULE III

R&S				NPIC		1016 16th St.		1717 H St.	
ARR	LV	ARR	LV	ARR	LV	ARR	LV	ARR	LV
----	0845	0850	0835	----	----	0902	0907	0912	0917
0927	1000	----	----	1010	1015	1030	1035	1040	1045
1055	1100	1105	1110	----	----	1117	1122	1127	1132
1142	1240	----	----	1250	1255	----	----	----	----
*1305	1320	1325	1330	----	----	1337	1342	1347	1352
1422	1510	----	----	1520	1525	----	----	1535	1540
1550	1610	1615	1620	----	----	1627	1632	1637	1632

*This trip also services the [redacted] at 1357 hours and USIA, 1776 Pa. Ave. at 1407 hours.

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ADMINISTRATIVE - INTERNAL USE ONLY

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Define Special Mail Services

Registered Mail
Incoming
Outgoing

Certified Mail
Incoming
Outgoing

Air mail
When to use
Method of dispatch

Insured Mail
Incoming
Outgoing

Special Delivery
Incoming
Outgoing

Dispatches

Top Secret

Addressing Mail

Do not address mail to the Agency at Langley or MeLean, Va.
Use Central Intel Agency
Washington, DC 20505

Internal corres for components located at Langley Hdqtrs bldg
should be addressed to the addressee at Hdqtrs Bldg and bear the office
symbol of the appropriate office.

Personal mail may not be transmitted or received through the
facilities of the Agency.

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Shall info on be included see

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Logging and receipts

include instructions on preparation of receipts. see d e f
for control and transmission also h on logs.

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BASIC PRINCIPLES FOR MAIL MANAGEMENT

1. PLAN AN EFFECTIVE MAIL ORGANIZATION
 - . Provide most direct flow of mail to action office
2. DEFINE RESPONSIBILITIES
 - . Responsibilities and authority for mail and file unit
 - . Responsibility of other offices remail operations
 - . Written procedures for each task
3. CONSOLIDATE MAIL AND FILE OPERATIONS
 - . More accurate routing
 - . Faster and more efficient searching
 - . Eliminate duplicate locator files
 - . Requires less space, equipment, and personnel
4. ESTABLISH SINGLE CONTROLS
 - . At central mail unit or at action desks
5. USE SPECIAL EQUIPMENT (sorter, envelope opener, envelope sealer)
 - . Expedite handling
 - . Save Labor
 - . Save Time
 - . Save Money
6. PLAN ADEQUATE SPACE LAYOUT
 - . Good ventilation
 - . Lighting
 - . Location of unit
 - . Placement of equipment
7. PERIODIC REVIEW OF MAIL AND MESSENGER OPERATIONS
 - . Satisfactory service
 - . Changes in conditions

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MAIL MANAGEMENT OPERATIONS

OPERATING PRINCIPLES AND PROCEDURES

1. PERSONNEL

a. Schedule some employees to report early so that first delivery can be completed before or soon after regular working hours begin.

b. Schedule some employees to remain after regular working hours to dispatch the mail received after the close of business.

c. Combine mail and files operations

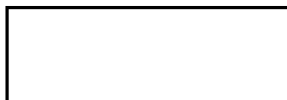
2. INCOMING MAIL

A. Sorting and Opening

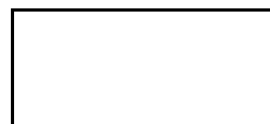
- . No more than three sorts
- . When possible send routine mail to action office without opening or formal routing
- . When appropriate route mail, whether opened or unopened, by direct sorting into sorting compartments rather than indicating an office symbol
- . Reduce handling of personal mail to a minimum
- . Time stamp selected types of mail only when it serves to protect the interests of the Government

B. Routing and Classifying

- . Route mail by writing office symbol on face of letter
- . Use route slip or rubber stamp when mail must be routed or coordinated among several offices
- . Prepare list of routing symbols to simplify task
- . Route correspondence to action office first with subsequent routing to offices having direct interest in the subject
- . Develop Mail Guide listing proper routing for various types of mail
- . Preclassify mail for filing if mail and file operations are combined



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6. Control

- . Recording receipt, location or dispatch of mail
- . Be selective in types of mail to be controlled
- . Volume of Agency classified mail being controlled increases delay, results in backlogs, requires standardized and expedient control system.
- . Controls increase handling costs
 - Use of Document Control Form 238 (with procedure)
 - Use of Courier Receipt and Log form
- . Do not control same letter at more than one point
- . Mail locator file - *2 (of agency person)*
- . Tickler or follow-up.

3. ACTION OFFICES

- . Establish time schedule for handling
- . Limit rewrites
- . Reduce clearances and reviews
- . Delegate Signing Authority

4. OUTGOING MAIL

A. Preparation of Mail for Dispatching

- . Specify where mail operations such as dating, stripping, and preparing envelopes will be performed
- . Keep number of copies at a minimum
- . Receive mail in outgoing mail unit after signing
- . Check for enclosures, proper number of copies, signature, and possible routine errors
- . Date stamp if required
- . Logging control
- . Stripping or separating file

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B. Dispatching

Use mechanical equipment to expedite if volume warrants

- . Sort by type (air mail, registered, etc.) and by address
- . Envelope
 - Use pre-addressed envelopes
 - Consolidate those going to same address
- . Add postage where necessary, bundle and forward to central mail room or to post office
- . Route internal copies of outgoing mail
- . Send file copies, together with original incoming letter to the files
- . Dispose of mail control forms and route slips

5. MESSENGER OR COURIER SERVICE

- . Central control over operations
- . Plan stops and routes for ;
(include copy of routes)
little overlapping or duplication
minimizing special service
grouping of delivery and stops
equipping messengers with vehicles to speed delivery
- . Proper scheduling for fast and efficient service
- . Sorting mail enroute
- . Servicing by Special Couriers

6. VOLUME

- . Over 6,000,000 pieces of mail annually
- . Couriers made over 44,000 scheduled runs and 8,500 special runs
- . _____ couriers assigned to the Mail and Courier Service
- . _____ additional individual Courier Services
- . About _____ individuals perform courier duties within the Agency.

Envelopes

Std Form 65 US Govt Messenger Envelope - use for repetitive comms and printed matter between offices within the same city. Spaces are provided for inserting the name and address. Use STOP wherever a STOP system is used.